1	BEFORE THE
2	ILLINOIS COMMERCE COMMISSION
3	IN THE MATTER OF:
4	DIVERSE COMMUNICATIONS,) INC.)
5) No. 00-0324 Application for an
6	extension of certificate) of service authority to)
7	provide local exchange) telecommunication)
8	service in GTE's Alpha) Exchange on a facilities)
9	and resold basis)
10	Chicago, Illinois
11	June 15, 2000
12	Met, pursuant to notice, at
13	2 o'clock p.m.
14	BEFORE:
15	MS. CLAUDIA SAINSOT, Administrative Law Judge APPEARANCES: LOEWENSTEIN, HAGEN & SMITH, by MR. GARY SMITH (via telephone) 1204 Southport Street Springfield, Illinois 62703 appearing for Diverse Communication Inc.;
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1	APPEARANCES (Cont'd.):
2	MR. ROBERT KOCH (via telephone) 527 East Capitol Avenue
3	Springfield, Illinois appearing for the Illinois Com
4	Commission;
5	MS. CINDY JACKSON (via telephone) 527 East Capitol Avenue
6	Springfield, Illinois appearing for Illinois Commerce Commission.
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19	SULLIVAN REPORTING COMPANY, by
20	PATRICIA WESLEY, CSR, RPR License No. 084-002170
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1	I N D E X
2	Re- Re- By Witnesses: Direct Cross direct cross Examiner
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4	GEORGE WIRTH
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12	EXHIBITS
13	Petitioner's For Identification In Evidence.
14	Nos. 1 2
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- 1 (Whereupon, Petitioner's
- 2 Exhibit Nos. 1 & 2 were
- 3 marked
- 4 for identification.)
- 5 JUDGE SAINSOT: By the authority vested in me by
- 6 the Illinois Commerce Commission, I now call Case
- 7 No. 00-0324, which is Diverse Communications, Inc.,
- 8 and it is an application for an extension of a
- 9 certificate of service authority to provide local
- 10 telecommunication service in GTE's Alpha Exchange on
- 11 a facilities and resold basis.
- 12 Will the parties state their names, and
- 13 addresses and phone numbers for the record, please.
- 14 MR. SMITH: Judge, my name is Gary Lloyd Smith.
- 15 My business address is 1204 Southport Street,
- 16 Springfield, Illinois, 62703. I'm an attorney
- 17 licensed to practice law in Illinois and I'm
- 18 appearing on behalf of the applicant, Diverse
- 19 Communications, Inc.
- 20 MR. KOCH: On behalf of staff, Illinois Commerce
- 21 Commission, Robert Koch, K-o-c-h, Telecommunications
- 22 Division, Illinois Commerce Commission, 527 East

- 1 Capitol, Springfield, Illinois. My telephone number
- 2 is 217-524-7911.
- 3 MS. JACKSON: And on behalf of staff, Cindy
- 4 Jackson, Illinois Commerce Commission, 527 East
- 5 Capitol Avenue, Springfield, Illinois. My phone
- 6 number's 217-672-7663.
- 7 JUDGE SAINSOT: Okay. Mr. Smith, since you
- 8 represent the petitioner, would you like to proceed.
- 9 MR. SMITH: Yes. We are ready to proceed.
- 10 JUDGE SAINSOT: Do you have a witness?
- 11 MR. SMITH: I do. I have Mr. Wirth here.
- 12 JUDGE SAINSOT: Mr. Wirth?
- MR. WIRTH: Yes.
- 14 (Witness sworn.)
- 15 JUDGE SAINSOT: Okay. You can proceed.
- 16 MR. SMITH: Thank you.
- 17 GEORGE WIRTH,
- 18 called as a witness herein, having been first duly
- 19 sworn, was examined and testified as follows:

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- 1 DIRECT EXAMINATION
- 2 BY
- 3 MR. SMITH:
- 4 Q. Please state your name, George.
- 5 A. George Wirth, First Communications.
- 6 Q. And what is your position with the company?
- 7 A. General manager.
- 8 Q. Mr. Wirth, let me hand you now what I
- 9 presume has been marked by the court reporter as
- 10 Applicant's Exhibit 1. It's prefiled testimony.
- 11 Have you seen that before today?
- 12 A. Yes, I have.
- 13 Q. And if I were to ask you the questions set
- 14 forth on that Exhibit 1, would your answers there be
- 15 the same?
- 16 A. Yes.
- Q. Mr. Wirth, let me also hand you Exhibit 2,
- 18 which consists of a warranty deed, a financial
- 19 statement of Diverse Communications' Articles of
- 20 Incorporation, and an Illinois Commerce Commission
- 21 order. Have you seen those documents before?
- 22 A. Yes.

- 1 Q. All right. Now with regard to the Exhibit
- 2 2, the deed, can you identify what that document is
- 3 for the record?
- 4 A. That is just our ownership in the building,
- 5 meaning our --
- 6 Q. "Our" meaning Diverse?
- 7 A. Diverse -- excuse me. Yes.
- 8 Q. So Diverse has purchased a building in
- 9 Alpha?
- 10 A. Correct.
- 11 Q. What is the building to be used for?
- 12 A. That will be where our remote switch will be
- 13 located for the Alpha Exchange.
- 14 Q. And that will be to provide local service on
- 15 a facilities-basis in Alpha; is that correct?
- 16 A. That is correct.
- 17 Q. Now referring further in Exhibit 2 to the
- 18 financial statement of the company, is that the most
- 19 recent financial statement of Diverse?
- 20 A. Yes, it is.
- 21 Q. And since the preparation of that financial
- 22 statement, has there been any substantial change in

- 1 the company's financial position?
- 2 A. No.
- 3 Q. Up to today, Diverse's financial --
- 4 financial assets for -- are in that financial
- 5 statement?
- 6 A. Yes, that is correct.
- 7 Q. With regard to Exhibit 2 or the portions
- 8 referred to in the Articles of Incorporation of
- 9 Diverse, is Diverse an Illinois corporation?
- 10 A. Yes, it is.
- 11 Q. And is that an accurate copy of the Diverse
- 12 Articles of Incorporation?
- 13 A. Yes.
- 14 Q. Is the company in good standing with the
- 15 Illinois Secretary of State?
- 16 A. Yes, it is.
- 17 Q. Now with regard to the last portion
- 18 of Exhibit 2, an Illinois Commerce Commission order
- 19 -- no, wait a second while I find my copy of it --
- 20 did Diverse previously receive a Certificate of
- 21 Service Authority from this Commission to provide
- 22 local exchange service in the Alpha Exchange?

- 1 A. Yes, it did.
- Q. And within two years after the issuance of
- 3 that certificate, was the company able to provide
- 4 service to the public? Do you remember the
- 5 question? Would you give the answer to the court
- 6 reporter, please.
- 7 A. No, we were not able to provide service.
- 8 JUDGE SAINSOT: Mr. Wirth, you may have to talk
- 9 just a little bit louder --
- 10 THE WITNESS: Okay.
- 11 JUDGE SAINSOT: -- or speak up. Excuse my
- 12 English.
- 13 THE WITNESS: I'm talking in the handset. I'll
- 14 try to talk a little louder. I'm not on the speaker
- 15 phone.
- 16 JUDGE SAINSOT: Would you explain why Diverse was
- 17 not able to provide service within the two years
- 18 after the Commission certificate?
- 19 THE WITNESS: Sure. Well, our initial -- we
- 20 wanted to purchase the Alpha Exchange from GTE, but
- 21 our efforts to purchase GTE through that exchange
- 22 were never accepted by GTE; therefore, we felt our

- 1 own means of getting into Alpha was the CLEC route,
- 2 and we already have a presence with our First
- 3 Communications with the cable TV provider, so we
- 4 went the CLEC route.
- 5 After we got started with the CLEC route,
- 6 GTE was interested in selling off some exchanges and
- 7 Alpha's part of the group that they were interested
- 8 in selling off, that we thought, well, we might have
- 9 another shot at buying this even though we already
- 10 applied and received our CLEC status. So we joined
- 11 some other independent telephone companies in
- 12 performing a group, which they were going to try to
- 13 purchase the Illinois properties because GTE wanted
- 14 to sell it off as a group and not as individual
- 15 pieces. Our efforts there died off.
- 16 As we went forward, we just didn't see
- 17 that we were going to be able to purchase it, so --
- 18 Q. Am I correct that you attempted to purchase
- 19 the Alpha Exchange from GTE and those efforts were
- 20 unsuccessful?
- 21 A. That's true.
- Q. And, in that case, Woodhall Telephone

- 1 Company --
- 2 A. That's true.
- 3 O. -- Woodhall is the --
- 4 A. Parent company.
- 5 Q. Of Diverse?
- 6 A. That's correct.
- 7 Q. And so after two years there is some
- 8 question as to the actual viability of the
- 9 Certificate of Service Authority issued to Diverse;
- 10 is that correct?
- 11 A. That's correct.
- 12 Q. That's why you are reapplying in this case?
- 13 A. That is true.
- 14 Q. Calling your attention now to the
- 15 application, the amended application, this is
- 16 Question Number S (sic) which essentially asks if
- 17 the applicant has been denied a Certificate of
- 18 Service or has a certificate revoked or suspended in
- 19 any other jurisdiction or under any other name, do
- 20 you see that question?
- 21 A. Yes, I do.
- Q. And the answer was no; is that correct?

- 1 A. That is correct.
- Q. Can you explain that answer for the Hearing
- 3 Examiner, please?
- 4 A. Well, we just feel that after the two years
- 5 that it has expired, therefore, we didn't feel it
- 6 was revoked or suspended due to the fact we felt
- 7 after the two years away it just expired, so,
- 8 therefore, we were uncertain, so we were applying
- 9 again.
- 10 Q. Okay. But it appears that in -- under A,
- 11 nomenclature, Diverse does not have a certificate
- 12 from the Commission at this time and that's what you
- 13 are seeking a Certificate of Service Authority for a
- 14 local service today.
- 15 A. That is true.
- 16 Q. And has Diverse ever received any
- 17 notification from the Illinois Commerce Commission
- 18 that its certificate has been revoked or suspended
- 19 in any way?
- 20 A. No.
- 21 Q. And the certificate --
- JUDGE SAINSOT: I didn't hear that last answer.

- 1 THE WITNESS: No, it has not.
- JUDGE SAINSOT: You can proceed, Mr. Smith.
- 3 Thank you.
- 4 MR. SMITH: Q No, it has not.
- 5 A. No, it has not.
- 6 MR. SMITH: I'm sorry. I'm a little quick with
- 7 my questions. I apologize.
- 8 JUDGE SAINSOT: That's okay.
- 9 MR. SMITH: Q Referring to the last portion of
- 10 Exhibit 2, the Commission order in 98-0054, you have
- 11 seen that, is that correct, Mr. Wirth.
- 12 A. Yes.
- 13 Q. And you are essentially seeking the same
- 14 relief from the Commission today that was given to
- 15 Diverse in Docket 98-0054 reflected by this order in
- 16 Exhibit 2; is that correct?
- 17 A. That is true, yes.
- 18 Q. Hence, the issuance of the order to Diverse
- 19 in two years have lapsed. Can you explain for the
- 20 Hearing Examiner what efforts Diverse has made up to
- 21 this point to be prepared to provide local exchange
- 22 service on a facilities-basis in the Alpha Exchange?

- 1 A. Well, for that two years, I mean, it wasn't
- 2 that we were not making efforts. Our efforts were
- 3 delayed due to the fact that we
- 4 were -- like I said, we were trying to purchase the
- 5 exchange, but after we felt that we could not
- 6 purchase the exchange, we went ahead with our CLEC
- 7 venture and we purchased the building in Alpha for
- 8 our switch and we have the Woodhall Exchange to the
- 9 Alpha exchange for connectivity to the switch back
- 10 here. We have purchased a remote switch that is in
- 11 the alpha building that we have -- we had purchased,
- 12 as a matter of fact, being installed. We just
- 13 started that there.
- 14 We have purchased our emergency generator
- 15 batteries. We have purchased our emergency
- 16 generator outlet. We have selected a contractor to
- 17 start the placement of the Alpha cable in Alpha and
- 18 we have found and received our CIC code Alpha or
- 19 office prefix code.
- 20 Q. How do you spell CIC --
- 21 A. C-I-C.
- 22 Q. -- for the court reporter?

- 1 A. C-I-C.
- 2 Q. Would you go ahead with your answer.
- 3 A. We have received our office prefix code for
- 4 Alpha. We have an office billing code assigned to
- 5 us. We have filed a local tariff for Alpha and we
- 6 have ordered our Alpha plan material, the cable
- 7 terminus, and all the equipment for Alpha.
- 8 Q. If the Commission sees fit to grant you a
- 9 Certificate of Service Authority in this proceeding,
- 10 what time frame do you estimate the company would be
- 11 prepared to provide local service?
- 12 A. My best guesstimate -- I think part of it,
- 13 meaning what we have to do as far as selling the
- 14 switch, getting the cable hooked up and everything,
- 15 I think we're looking at the end of this year 2000.
- 16 Q. And --
- 17 A. And we would still be working with GTE or
- 18 Citizens Utility, whoever it is, for connectivity.
- 19 And depending upon how that -- how well that goes,
- 20 it would be on-line by the end of the year, I would
- 21 say would be early 2001.
- Q. When your company connectivity with GTE or

- 1 Citizens --
- 2 A. The interconnection agreement that seems to
- 3 be formulated for us to have activity in their
- 4 switch and cable between the two buildings.
- 5 JUDGE SAINSOT: Could you hold on for just a
- 6 second, both of you, just one second.
- 7 MR. SMITH: Q From one company to
- 8 another --
- 9 A I think she had a question.
- 10 JUDGE SAINSOT: Hold on. Hold on. I'm sorry.
- 11 There was a lot of activity outside so I closed the
- 12 door. It helps me hear you when I don't hear noise
- 13 outside.
- 14 MR. SMITH: Sure.
- 15 (A brief pause.)
- 16 JUDGE SAINSOT: Could you continue.
- 17 MR. SMITH: Did you miss anything?
- 18 JUDGE SAINSOT: The last question and answer.
- 19 MR. SMITH: Q With regard to connectivity,
- 20 Mr. Wirth, if one citizen in Alpha were to call
- 21 another citizen in Alpha with two different
- 22 companies, how would that work?

- 1 A. That would be -- we would have to establish
- 2 trunking between the two offices, the existing
- 3 office and GTE and our office, and part of that
- 4 interconnection is established.
- 5 Q. That's what you mean by interconnectivity?
- 6 A. Yes, that is correct.
- 7 Q. Is that correct?
- 8 A. Yes, that is correct.
- 9 Q. Looking now at Exhibit 1, your prefiled
- 10 testimony --
- 11 A. Yes.
- 12 Q. -- the fifth question asked who will be
- 13 responsible for building and maintaining the 9-1-1
- 14 database.
- 15 A. Yes.
- 16 Q. For your local exchange customers, who is
- 17 the individual who would be responsible for doing
- 18 that?
- 19 A. We have two individuals here that one would
- 20 be Beverly Barton, another is Karen Goff, and
- 21 they're here on a daily basis.
- 22 Q. Spell that for the court reporter, that last

- 1 name.
- 2 A. B-e-v-e-r-l-y B-a-r-t-o-n. The other girl
- 3 is Karen, K-a-r-e-n G-o-f-f.
- 4 JUDGE SAINSOT: Could you repeat that last name
- 5 again for the court reporter.
- 6 THE WITNESS: The last name is Goff, G-o-f-f.
- 7 JUDGE SAINSOT: Thank you.
- 8 MR. SMITH: Judge, that concludes my direct
- 9 questioning of this witness and I would move for
- 10 admission of Exhibits 1 and 2.
- 11 JUDGE SAINSOT: Okay. Are there any objections
- 12 from staff?
- MS. JACKSON: No.
- 14 JUDGE SAINSOT: Okay. Your motion will be
- 15 granted, counsel, Petitioner's Exhibit 1, which
- 16 consists of really three documents, CLEC prefiled
- 17 testimony/cross questions for 9-1-1 and also
- 18 questions -- financial questions and, finally,
- 19 standard testimony/cross questions that is admitted
- 20 into evidence.
- 21 (Whereupon, Petitioner's
- 22 Exhibit No. 1 was received in

- 1 evidence.)
- 2 Then we have Group Exhibit B, which is --
- 3 MR. SMITH: You said group Exhibit B.
- 4 JUDGE SAINSOT: Excuse me. Group Exhibit 2,
- 5 thank you -- it helps to keep -- just keep with one
- 6 numbering system -- which is the Articles of
- 7 Incorporation, an income statement, warranty deed,
- 8 and, lastly, the order granting Diverse, so its
- 9 petition for service authority in Case No. 98-0054,
- 10 all those documents consist of Group Exhibit B,
- 11 those will be admitted into evidence.
- 12 (Whereupon, Petitioner's Group
- 13 Exhibit 2 was received
- in evidence.)
- 15 MR. SMITH: Thank you.
- 16 JUDGE SAINSOT: Group Exhibit 2.
- 17 MR. SMITH: Ms. Jackson, do you have any
- 18 questions? Can I ask Ms. Jackson if she has any
- 19 questions or if she would prefer me to ask further?
- 20 MS. JACKSON: I have got questions. If you want
- 21 to ask them, that's fine.
- 22 MR. SMITH: I just didn't know what kind of

1 documentation you have with you.

2 MS. JACKSON: I brought everything with me.

3 MR. SMITH: Why don't you go ahead. Why don't

4 you go ahead.

- 1 CROSS EXAMINATION
- 2 BY
- 3 MS. JACKSON:
- 4 Q. Mr. Wirth, you requested a waiver of Part
- 5 735.180. How will you insure that your customers
- 6 are in some telephone directory?
- 7 A. We would include them in a directory that we
- 8 already make for Woodhall and Alpha customers would
- 9 be included in that particular directory.
- 10 Q. Okay. And the individuals are going to be
- 11 operating Diverse Communications are they the same
- 12 employees as Woodhall?
- 13 A. Yes, they are.
- 14 Q. So they have many years of
- 15 telecommunications experience?
- 16 A. Yes, they do. It ranges from 32 years down
- 17 to really -- down to three years, that myself I've
- 18 been in the business for 27 years and have some
- 19 other technicians with five years, one with three
- 20 years. Our business office people have been with us
- 21 approximate two years and the other business office
- 22 girl is three years.

- 1 Q. Would you bill your customers on a monthly
- 2 basis?
- 3 A. We will.
- 4 Q. And will the billing statements be detailed
- 5 --
- 6 A. Yes, they will.
- 7 Q. -- and list all the services?
- 8 A. Yes. We'll use our -- the same billing
- 9 company we use for Woodhall Telephone Company, CTG,
- 10 to do that.
- 11 Q. And are there escalation procedures within
- 12 the company for complaint resolution?
- 13 A. Yes, there are.
- 14 Q. Describe those?
- 15 A. Basic customer complaints would come in
- 16 through our local phone number or a lot of them come
- 17 through the door, people walk in. We would take
- 18 that complaint and, in the case of trouble, trying
- 19 to resolve it there. If it gets escalated to what
- 20 we refer to as a "repeat case in trouble," it would
- 21 be brought to my attention.
- I would be involved with it as far as

- 1 getting the complaint resolved. If not -- we never
- 2 had to, but we would refer them to the ICC if they
- 3 couldn't get their complaint resolved.
- 4 Q. Can you give us the number in your
- 5 application that it starts with? Area code of 309
- 6 will that be a local call for your customers?
- 7 A. Yes, it's a local call.
- 8 Q Does your customers sign a letter of
- 9 authorization prior to switching their service.
- 10 A. Yes, we would have them do that.
- 11 Q. Will they be using a third-party verifier?
- 12 A. I don't see that we would, no.
- 13 Q. Will you abide by all state and federal
- 14 slamming and cramming laws?
- 15 A. Yes, we will.
- 16 Q. And will you implement written guidelines
- 17 prior to providing local service to prevent slamming
- 18 and cramping of consumers?
- 19 A. Yes, we would.
- 20 Q. Thank you.
- 21 MS. JACKSON: That's all my questions.
- 22 JUDGE SAINSOT: Sure.

- 1 MR. SMITH: Sure.
- JUDGE SAINSOT: Mr. Koch, do you have any
- 3 questions?
- 4 MR. KOCH: Yes, I do, real quickly.
- 5 CROSS EXAMINATION
- 6 BY
- 7 MR. KOCH:
- 8 Q. Referring to your testimony, sir, at the
- 9 fifth question on 9-1-1 of the database, you
- 10 mentioned Beverly Barton and Karen Goff --
- 11 A. Yes.
- 12 Q. -- having responsibility for building and
- 13 maintaining the database.
- 14 A. Right.
- 15 Q. Do you have contact information for them?
- 16 A. Yes, I do. It would be Diverse
- 17 Communications, Inc., and their names -- the address
- 18 is 246 Division Street, Woodhall, Illinois,
- 19 309-334-2150, fax number.
- 20 JUDGE SAINSOT: Could you do the fax number
- 21 again? I'm sorry.
- 22 THE WITNESS: 309-334-2989.

- 1 MR. KOCH: 334-2150. That's just gets us into
- 2 the --
- 3 THE WITNESS: That's our business office number
- 4 and repair.
- 5 MR. KOCH: Q Also, on that same page of your
- 6 testimony, last question on the page is will your
- 7 company propose -- require any network changes to
- 8 any 9-1-1 system.
- 9 A. We will have to -- I would say we would have
- 10 to add 9-1-1 trunks -- additional trunks.
- 11 Q. And will you be routing traffic into the
- 12 Alpha Exchange to Woodhall?
- 13 A Yes. It would come back to Woodhall. We
- 14 have an existing route that bills per month out in
- 15 Cambridge (sic). That's where we would have -- I'm
- 16 assuming we have to get that PSAP and add additional
- 17 trunks.
- 18 MR. SMITH: When you "PSAP," could you explain
- 19 that for the record, please?
- 20 THE WITNESS: The contact area where all 9-1-1
- 21 traffic would go back to dispatch.
- 22 MR. KOCH: Q How do you spell PSAP.

- 1 A. I don't know the exact acronym of it. All
- 2 it is it's an acronym.
- 3 Q The call still remains in McHenry County.
- 4 A. Yes, it is.
- 5 MR. KOCH: No further questions.
- 6 MR. SMITH: Thank you.
- 7 THE WITNESS: Thank you.
- 8 JUDGE SAINSOT: I just have a few little things
- 9 maybe for the record.
- 10 EXAMINATION
- 11 BY
- 12 JUDGE SAINSOT:
- 13 Q. Could you explain what Alpha Exchange is
- 14 just so I'm sure everyone knows that's here?
- 15 A. What the Alpha Exchange is?
- 16 Q. Right.
- 17 A. Alpha is approximately 550 telephone
- 18 customers in Alpha.
- 19 Q. Is it a telephone exchange?
- 20 A. It is currently a GTE exchange.
- 21 Q. Could you repeat your answer against.
- 22 A. Yes. It's about 550 customers in that

- 1 exchange. It's a GTE Exchange. It orders that
- 2 western side of the Woodhall Telephone Company
- 3 Exchange. It is the Alpha and Woodhall line
- 4 compromise the Alwood School District.
- 5 Q Could you repeat. Alwood is that what you
- 6 said?
- 7 A A-l-w-o-o-d School District.
- 8 Q I noticed on the amended application that
- 9 the officers of Diverse also have ownership in the
- 10 Woodhall Telephone Company. Have there been any
- 11 complaints against Woodhall that you know of.
- 12 A None.
- 13 Q. Okay. Does Woodhall intend to have
- 14 operator-assisted phone services?
- 15 A. Does Diverse?
- 16 Q. Does Diverse. I'm sorry.
- 17 A. We plan on having -- I misunderstood your
- 18 question I think.
- 19 Q. I always have trouble saying
- 20 operator-assisted. I don't know why.
- 21 Does Diverse intend to provide
- 22 operator-assisted telephone --

- 1 A. Yes, we do.
- 2 Q. -- services?
- 3 Will it have rates available on request
- 4 without charge?
- 5 A. Yes, we would.
- 6 Q. Will the operator service providers identify
- 7 themselves prior to the call being completed?
- 8 A. Yes.
- 9 Q. Will the customer be able to access the
- 10 operator service provider of their choice when it's
- 11 feasible?
- 12 A. Yes.
- Q. Will the customer be able -- well, you would
- 14 be the local exchange carrier, wouldn't you?
- 15 A. We would be one of the local carriers.
- 16 Q. Would the customer have access to the
- 17 Emergency Telephone Number services --
- 18 A. Yes.
- 19 O. -- in the area?
- 20 A. Yes.
- 21 Q. Could you maybe describe a little bit of the
- 22 managerial resources that you have at Diverse?

- 1 A. Primarily, I'm the only manager here. We do
- 2 use consulting firms, but the board and myself
- 3 primarily make up the managerial team.
- 4 Q. Could you maybe talk about your experience.
- 5 A. Well, yes. I've been -- I worked for --
- 6 started out working for Interstate Telephone Company
- 7 in Galesburg, went through a couple different name
- 8 changes while I was there. I worked for them for 24
- 9 years. I worked as a steel technician. I was the
- 10 outside plant cable splicing supervisor for
- 11 GTE/Sprint. Excuse me. I was also PBX service
- 12 supervisor. I took this job in Woodhall
- 13 approximately four years ago. I've been here four
- 14 years in this capacity as general manager.
- 15 Q. Thank you, Mr. Wirth.
- 16 And could you maybe describe Diverse'
- 17 procedures to guard against cramming and slamming?
- 18 A. Basically how we use slamming would
- 19 be -- and cramping, we offer a customer an
- 20 opportunity to fill out a form that allows them to
- 21 be frozen and have the option of calling us or
- 22 writing us a letter and then to notify us if they

- 1 would like to change. In fact, they have to notify
- 2 us before we make that change.
- Q. And this is more of a reminder than anything
- 4 else. You understand that you must file rates and
- 5 tariffs with the Commission?
- 6 A. Yes, we do.
- 7 JUDGE SAINSOT: Okay. Does staff have any
- 8 recommendation at this time?
- 9 MS. JACKSON: Do you want to, Bob?
- 10 MR. KOCH: Do you want to do it?
- 11 MS. JACKSON: There is -- well, this is Cindy.
- 12 Staff sees no reason why this application should not
- 13 be granted.
- 14 JUDGE SAINSOT: Okay. Mr. Koch?
- MR. KOCH: Yes. I'd add on to you, but I concur.
- 16 JUDGE SAINSOT: As a final matter, Mr. Smith, you
- 17 need to move for leave to file the amended complaint
- 18 or the amended petitions. It's been a long
- 19 afternoon for me.
- 20 MR. SMITH: I so move.
- 21 JUDGE SAINSOT: Okay. Your motion is granted.
- 22 The amended petition is filed.

- 1 Is there anything else?
- 2 MR. SMITH: I have nothing further.
- 3 MS. JACKSON: I have nothing further.
- 4 MR. KOCH: No, ma'am.
- 5 MR. SMITH: I do not either. I appreciate it.
- 6 THE WITNESS: I have one. Doing this on this
- 7 conference call helped me with the schedule.
- 8 JUDGE SAINSOT: Thank you, Mr. Wirth.
- 9 Okay. There being nothing further, the
- 10 record will be marked heard and taken. Thank you
- 11 all. Have a nice afternoon.
- MS. JACKSON: Thanks.
- 13 MR. SMITH: Thank you.
- 14 THE WITNESS: Bye bye.
- 15 HEARD AND TAKEN.
- 16
- 17
- 18
- 19
- 20
- 21
- 22